

MARSHALL COUNTY, KY  
REQUEST FOR PROPOSAL  
FOR  
SOFTWARE ENTERPRISE ACCOUNTING, PURCHASING,  
BUDGETING, PAYROLL, IMPLEMENTATION, PROJECT  
MANAGEMENT AND CONVERSION SERVICES



COME TO RELAX • STAY TO EXPLORE

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REQUEST FOR PROPOSALS

Sealed Proposals will be received by the Marshall County Fiscal Court, Marshall County Judge/Executive's Office, 1101 Main Street, Benton, KY 42025 on or before February 22, 2019, at 4:00pm. The envelope containing the proposal must be sealed and plainly marked "Software Proposal for Enterprise Accounting & Payroll System". The RFP opening will on February 25, 2019. It will not be formal therefore, vendors are not invited to attend at that time. Responses will be reviewed internally by the evaluation staff to begin comparative analysis.

The Point of Contact for this RFP is:

Emily Martin  
County Treasurer, [emily.martin@marshallcountyky.gov](mailto:emily.martin@marshallcountyky.gov)  
Or Brenda Edwards  
Assistant County Treasurer, [brenda.edwards@marshallcountyky.gov](mailto:brenda.edwards@marshallcountyky.gov)

## CONDITIONS APPLICABLE TO REQUESTS FOR PROPOSALS

The County reserves the right to reject any or all Proposals to waive irregularities and/or informalities in any Proposal, and to make an award in any manner, consistent with law, deemed in the best interest of the County. The lowest and best supplier will be chosen as deemed by the County evaluation staff.

This Request for Proposal does not obligate The County of Marshall to a commitment of funds or resources related to the response from any vendor

1. **Applicable Laws:** State statutes as they apply to the laws of competitive bidding, contract, and purchases will be employed.
2. **Taxes:** The County is exempt from Federal Excise and State Sales Tax. Prices should not include tax. Exemption forms will be furnished wherever necessary and requested.
3. If a bidder cannot meet the specifications for services, materials, and/or equipment as specifically set forth by The Marshall County, any and all exceptions or deviations must be spelled out clearly and completely in writing and submitted with the proposal.
4. Marshall County reserves the right to alter quantities specified, within reasonable limits.
5. Marshall County reserves the right to reject any and all responses for any and all items covered in the Request for Proposal; to waive informalities or defects in responses, as it shall deem to be in the best interest of Marshall County.
6. Specific response requirements are that all cost, both specific and implied, must be outlined. Any costs which Marshall County will have to incur to install the system must be provided. Failure to indicate all related costs to the system will result in disqualification of the proposal. All responses should be brief and concise. Boiler plate manuals and standard responses should not be included in the proposal; they may, however, be provided in a separate document if so desired.
7. All agreements between Marshall County and the vendor will be handled through the County's legal counsel. The vendor shall provide a copy of its standard contract for their system for review. In addition, any legal restrictions or provisions, enforced by the vendor or its parent company, which are not in line with the industry's standard, should be pointed out.
8. It is a requirement that any one software company provide all applications and not sub-contract or partner.
9. Demonstrations of software will be made available upon request by Marshall County to help with the evaluation of the proposal. The County is not interested in being a beta site for the vendor. Proposed software must be running in a production environment.

**GENERAL BACKGROUND****Purpose**

This information was developed in a format to facilitate responses to Marshall County needs for upgraded software for Accounting, Payroll, Purchasing, Budgeting/Forecasting, and associated conversion, implementation, project management and training.

The goal of the County is to implement an integrated enterprise resource planning system utilizing best practices, automated workflow, project management tools, and other suitable applications.

The final decision will be based on a number of evaluation criteria, primarily how well the proposed solution will meet the County's technology currently and into the future. A major evaluation criteria will also be the experience of the proposing vendor to implement such a system with major emphasis on conversion and providing as little disruption to staff during such a transition

**County Data****Population**

Approximately 31,448

**Budget**

Approximately 20 million

**Departments**

15

**Employees**

Approximately 185 including seasonal

**Funds**

Approximately 8

## VENDOR INSTRUCTIONS

### 1. INTRODUCTION

Vendors are invited to provide a written proposal to provide a comprehensive, fully integrated, Enterprise Budgeting, Accounting, Payroll and Conversion Services. This REQUEST FOR PROPOSAL states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

### 2. GENERAL REQUIREMENTS

The core software applications anticipated to meet the requirements of this RFP are:

- General Ledger, Accounts Payable, Purchasing
- Budget Management Enterprise Wide with Workflows
- Cash Receipting
- County-Wide Purchase Requisitioning System Including:
  - Requisitions
  - Payment Requests
  - Budget Transfer Requests
  - PO Adjustments
- County-Wide Web-Based Dashboard Capability
- County-Wide Web-Based Budget Preparation & Forecasting
- Personnel Budgeting Module
- Project Accounting
- Payroll Processing, Direct Deposit
- Interface to Timeclock Plus
- Employee Information Portal
- 20 Users for Accounting application, 20 users for Payroll, 20 users of Enterprise Budgeting
- Conversion Services for Accounting, Payroll; current year plus two years

Additionally, the County seeks the following technical foundation:

- Browser (Microsoft IE or Google Chrome) based Client with multi-tasking capability
- Internet/Intranet / WAN Deployment
- Microsoft SQL Relational Database
- Integration to leverage desktop productivity tools such as Microsoft Office Suite

The primary criteria for vendor evaluation and consideration are:

- Overall product quality and proof of successful implementations of proposed system
- Conversion Experience from existing Vendor
- Costs and Evergreen or Software for Life Licensing Model
- Customer service and support (references, retention, measured service rates)
- Successful customer reference sites

### **3. RESPONSE INSTRUCTIONS**

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

### **4. CONTACT WITH COUNTY EMPLOYEES**

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact noted on the cover of this RFP.

### **5. ASSESS RFP DOCUMENTS**

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFP.

### **6. COSTS OF RFP PREPARATION AND SUBMISSION**

Each vendor shall bear the responsibility for all costs incurred in order to prepare and submit their response to this RFP.

### **7. PROPOSAL REVIEW**

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Kentucky Public Records laws, at award of contract, cancellation of this RFP, or within 180 days, whichever shall occur first.

### **8. PROPOSAL FORM**

Each proposal will be prepared in the format described below and be submitted in a sealed envelope bearing the title of work and the name of the vendor.

The proposal must be prepared in the following format:

#### **Section 1 – Executive Summary**

Provide a brief narrative highlighting the bidder's proposal. Summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 5 pages.

## Section 2 – General Vendor Qualifications & Accounting - Payroll

|     | Item  | Response |
|-----|---|----------|
| 1.  | Number of Years providing Accounting/Payroll/Budgeting Software to Municipal Governments?   |          |
| 2.  | Number of Accounting, Payroll, and Budgeting Installations?   |          |
| 3.  | Company ownership structure public, private? Describe.  |          |
| 4.  | Parent company office location?   |          |
| 5.  | Support office location for County implementation?  |          |
| 6.  | Approximate number of employees in your company?  |          |
| 7.  | Is an annual fee required to continue using the software?   |          |
| 8.  | Does your contract specify the purchase of the software or does the County pay an annual renewal license for the right to use the software therefore never owning software?   |          |
| 9.  | Are there license fees for new versions of the software as it becomes available or is that included in the support plan? What is the name of this software for life plan?   |          |
| 10. | Does the support plan include software for life therefore never paying additional license fees for future upgrade versions of the software including new platforms? If no what is the average upgrade license costs for a similar sized customer? |          |
| 11. | If the County ends the relationship with your company does the County get to keep the software and the data amassed?  |          |
| 12. | Is your system Cash Based Accounting or Accrual Based?  |          |
| 13. | Does your software offer the ability to export reports from the system, while retaining mathematical data formulas?   |          |
| 14. | Are custom alerts available to monitor data elements for situations that may fall outside of acceptable parameters?   |          |
| 15. | Are there automated notifications available for custom alerts?  |          |
| 16. | Do you offer a Departmental Time Entry System?  |          |
| 17. | Does your software interface to TimeClock Plus?   |          |
| 18. | Does your software offer an employee information portal where employees can look at pay stubs, vacation and sick leave balances, and W2s?   |          |
| 19. | Does Accounting, Budget Preparation and Payroll interface?  |          |
| 20. | Can your system integrally produce and print W2s and 1099s without the use of third-party software?   |          |
| 21. | Does the system produce W2's and 1099's or will a separate module be required?  |          |
| 22. | Do you offer a project tracking module?   |          |
| 23. | Do you offer post live training with your system after it is live? Please include the appropriate days in your response.  |          |
| 24. | Will the project include a non-live database with our converted data for practice exercises for initial training and future training of new staff?  |          |
| 25. | Do you offer a blank forms check printing solution and Positive Pay capabilities?   |          |

### Section 3 – Budgeting & Reporting

|     | Item  | Response |
|-----|---|----------|
| 1.  | Expense and Revenue budgeting Capabilities?   |          |
| 2.  | Monthly budgeting capability with variances?  |          |
| 3.  | Can you do 10 year budget forecasting in the system?  |          |
| 4.  | Can your software inherently produce the Certificate of Estimated Resources and Unallocated Funds Report dynamically, without the use of third party tools? |          |
| 5.  | Does the budgeting offer Personnel budgeting including all costs associated with an employee?   |          |
| 6.  | Does the budget preparation process include a workflow capability?  |          |
| 7.  | Do departments have the ability to input their budgets to start the workflow process?   |          |
| 8.  | The County does not want to use Excel for Budgeting. Is this module inherent to the system and not an import/export process?                                |          |
| 9.  | Can departments set up customized dashboards with the data they want to see?  |          |
| 10. | Does the system have a report scheduler that auto generates reports to be sent to email recipients?   |          |
| 11. | Does the system offer an alert system notifying recipient of information in the system on pre-defined criteria?   |          |

### Section 4 – Vendor Experience with Similar Implementations

Please provide five (5) customer references of the requested system running your proposed solution in live operations.

|    | Entity | Contact Person/Title/Phone | Converted From |
|----|--------|----------------------------|----------------|
| 1. |        |                            |                |
| 2. |        |                            |                |
| 3. |        |                            |                |
| 4. |        |                            |                |
| 5. |        |                            |                |

Please list user group locations and general user conference locations and dates.

**Section 5 – Technology**

Please provide response of some general software technology questions so we can get an understanding of your solution.

| Item |  | Response |
|------|--|----------|
| 1.   | Is your base ERP system web based with ability to use either Google Chrome or Microsoft Internet Explorer?   |          |
| 2.   | Does system utilize Microsoft SQL Database?  |          |
| 3.   | Does licensing provide for concurrent licensing model?   |          |
| 4.   | Is a concurrent license a global license allowing user to get to all applications such as Accounting, Payroll, Purchasing, Billing and Budgeting etc. or do concurrent licenses need to be purchased for each application? |          |
| 5.   | Is security set up as role based?  |          |
| 6.   | Does system allow user to have multiple browser tabs open on multiple monitors with just the one concurrent license?   |          |
| 7.   | Do you offer an on-line training learning management system to allow County staff to self-train on demand?   |          |
| 8.   | How often is your software updated?  |          |
| 9.   | Are the software updates automatically updated on our system or do we require assistance from your company?  |          |
| 10.  | Does your company assist with any server setup required for initial use of your system?  |          |

**Section 6 – Implementation and Support**

Answer the following questions and/or provide the necessary documentation for each item listed below.

1. The County does not currently have a Software for Life (Evergreen) annual agreement in place therefore is only interested in this type of agreement. Describe your process when a new version of your software is released in the future.
2. If you do not offer an Evergreen agreement what is the percentage costs to add this to the agreement. Please list it here and in your quote as well.
3. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
4. Describe your overall user training approach.
5. Describe your company's service & support philosophy, how it is carried out and how success is measured.



6. Describe ongoing services and support, such as a toll free customer service number, annual training classes, online customer service web site and online software maintenance.
7. How do you service and troubleshoot problems for your current clients?
8. Identify provisions and associated costs with providing software updates and enhancements on a regular basis.

### Section 7 – Quote Checklist – Cost Information

Please provide yes or no answers below - actual costs can be provided on separate quote document.

| Item   | Included in Quote Y/N |
|--|-----------------------|
| Module for Fund Accounting System with GL, AP, Purchasing                              |                       |
| Module for Governmental Payroll for up to 300 Employees                                |                       |
| County wide workflow capabilities for purchasing, invoice entry and budget changes     |                       |
| Module to Track Fixed Assets for Depreciation  |                       |
| Budget Preparation module for County wide workflow of annual budgets                   |                       |
| Forecasting Module for out to 10 years   |                       |
| Dashboard Module for customized views by user  |                       |
| Module to do Personnel Budgeting across the County                                     |                       |
| Check printing module for blank forms printing   |                       |
| Positive Pay file creation for the bank  |                       |
| 20 users of each module  |                       |
| Conversion of data for current year and two years of history                           |                       |
| Not to exceed costs for training, implementation, configuration and project management |                       |
| Technical Services for setup up of software on County servers                          |                       |
| Post Live training for software usage optimization                                     |                       |
| Travel Costs   |                       |
| Annual support costs listed  |                       |

\*Note any additional costs the County can expect from your organization as part of this project listed clearly on your quote document.

### **Section 8 – License Agreement**

Provide a sample of the proposed License Agreement.

### **Section 9 – Hardware Requirements**

Provide hardware requirements needed to run the proposed system, including, but not limited to PC and Server needs.

### **Section 10 - Demonstration and Presentations**

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the county.

### **Section 11 – Right of Refusal**

The county reserves the right to reject all RFPs in their entirety or to select certain application software from the RFPs. The county reserves the right to award the contract in any manner deemed in the best interest of its citizens.

### **Section 12 - Evaluations**

The primary criteria for vendor evaluation and consideration are:

- Market Focus (Public Administrative Specific with proven success in similar type site)
- Stability (Financial Viability, Business Longevity)
- Customer Service (References, Retention, Measured Service Rates, 24x7 Support)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements

Evaluation of the proposals is expected to be completed no later than April 16, 2019. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected. Selected vendors may be invited to make oral presentations to the evaluation team.

The County reserves the right to **a)** reject any or all proposals, or to make no award, **b)** require modifications to initial proposals or **c)** to make partial or multiple awards. The County further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the County.